

## Administrative Law Mentoring Integrated with Digital Public Service Literacy for Community Empowerment: A Community Service Program in Kedaton District, Bandar Lampung City

Daffa Naufal Awanda Putra<sup>1\*</sup>

<sup>1</sup>Faculty of Law and Business, Universitas Duta Bangsa Surakarta, Surakarta 57155, Indonesia

**Abstract.** Indonesia's digital public services are expanding rapidly, yet many citizens still experience administrative exclusion because platform navigation requires both digital competence and procedural legal understanding. This community service program implemented administrative law mentoring integrated with digital public service literacy to strengthen community capacity in Kedaton District, Bandar Lampung City. The program targeted three recurring citizen pain points: population administration services, social assistance data governance, and complaint handling mechanisms using SP4N-LAPOR. A participatory method combined case-based legal mentoring, platform simulation, and guided practice, supported by simplified procedural maps and complaint drafting templates. Data were collected using baseline surveys, structured observation logs during mentoring, and post-program assessments two weeks after implementation. Nationally, Ombudsman RI reported receiving 10,846 public service complaints in 2024, up from 8,452 in 2023, showing a sustained problem of service access and maladministration in everyday administrative life (Ombudsman RI, 2025a; Ombudsman RI, 2025b; Antara, 2025) [1], [11], [12]. Program evaluation results show measurable improvements in participants' administrative-rights knowledge, independent platform use, and confidence interacting with public institutions. The novelty lies in treating administrative law not as abstract doctrine but as "applied procedural science" embedded in digital workflows, thereby connecting legal norms, platform behavior, and citizen agency within real service encounters.

**Keywords:** Community Service, Administrative Law, Digital Public Services, Legal Literacy, SP4N-LAPOR, Empowerment

**Received** Feb 2026 / **Revised** Jun 2026 / **Accepted** Jun 2026

*This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).*



### INTRODUCTION

Digital transformation is increasingly framed as the main instrument to improve speed, transparency, and accountability in public service delivery, but these goals depend on how citizens actually experience platform-based governance in daily life. In practice, many public services now operate as "procedural interfaces," where a citizen's legal eligibility is filtered through data integrity checks, upload requirements, and verification steps that are rarely explained in plain language. Recent Indonesian research emphasizes that citizen satisfaction with e-government is strongly shaped by service quality and digital literacy, with trust improving when platforms are perceived as predictable and usable rather than opaque (Ramadhan et al., 2024; Dewi et al., 2025) [17], [6]. The digital divide does not only concern internet access; it also concerns procedural competence, which determines whether a citizen can convert a legal right into a completed administrative outcome. Studies documenting Indonesia's digital divide show that unequal skills and support systems can undermine adoption of e-government services even when platforms technically exist (IICET, 2024; Silitonga, 2023) [8], [23]. This gap matters because population administration services are not merely "documents," but legal identity infrastructure that shapes access to education, healthcare, social assistance, and civic participation.

A second structural issue is that platform failures are often interpreted as individual mistakes rather than system design problems, which creates self-blame and discourages lawful complaint behavior. Yet complaint systems are themselves part of the legal architecture of public service accountability, and national

---

<sup>1\*</sup>Corresponding author.

Email addresses: [daffaap09@gmail.com](mailto:daffaap09@gmail.com) (Putra)

mechanisms such as SP4N–LAPOR are meant to operationalize a “no wrong door” principle for public complaints (LAPOR!, n.d.). Empirical studies on SP4N–LAPOR implementation across Indonesian regions report uneven effectiveness due to differences in institutional capacity, responsiveness, digital literacy, and inter-agency coordination (Ardiansah et al., 2024; Stepanus, 2024; Pratama, 2025) [4], [24], [14]. Meanwhile, research on social assistance information systems such as SIKS-NG highlights that data governance is pivotal for targeting accuracy, but local implementation often faces usability issues, technical performance constraints, and limited operator competence (Setiawan, 2025; Ramadhani, 2025; Windari, 2024) [22], [18], [26]. These conditions mean that citizens face layered barriers: they must understand the platform, the procedure, and the legal logic behind administrative decisions.

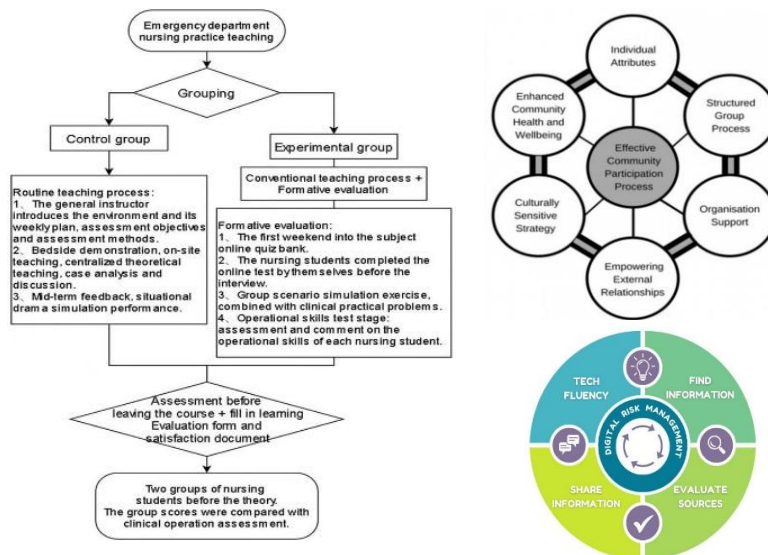
This community service program was designed specifically for Kedaton District, Bandar Lampung City, because local residents reported repeated friction in population administration updates, social assistance data correction, and complaint submissions. The program’s core assumption is that law can be made usable when translated into platform-based procedural knowledge, not only into general rights awareness. Conventional legal outreach commonly stops at normative explanation, while conventional digital literacy training often ignores the legal meaning of procedural steps, producing “click competence” without rights-based confidence. The program integrates both domains through real case work, guided simulations, and complaint drafting, so participants can recognize what counts as a procedural requirement, what counts as maladministration risk, and what counts as a legally appropriate corrective action. This design aligns with community empowerment approaches that emphasize capability building, iterative practice, and practical outcomes rather than one-directional dissemination (UNDP, 2023; OECD-oriented digital governance discussions in Indonesia emphasize similar inclusivity needs in practice (Sangaji, 2025; Hadi, 2024)) [8] [20]. The central objective is therefore to strengthen citizens’ ability to access digital public services as legal subjects with procedural agency, not merely as users who hope the system accepts their upload.

## **METHODS**

The methodological design of this community service program was deliberately structured to ensure that legal knowledge was not delivered as abstract doctrine but translated into practical competencies that citizens could immediately apply in digital public service settings. Because participants’ challenges were procedural and experience-based (e.g., rejected submissions, unclear requirements, and uncertainty about complaint pathways), the program adopted a participatory approach that combined baseline assessment, modular mentoring, and measurable evaluation. The method emphasizes iterative learning, where participants repeatedly connect legal reasoning with platform-based actions through real cases. This structure reflects the program’s applied orientation, ensuring coherence between objectives, implementation, and evaluation outcomes. To improve clarity and replicability, the full methodological workflow is summarized visually in Figure 1, showing the three phases and key instruments used in each phase.

Figure 1 presents the program as a three-phase sequence consisting of needs assessment, mentoring and simulation, and evaluation, consistent with the methodological description. In the needs assessment phase, baseline questionnaires and guided discussions were used to identify recurring “failure points” in digital public services, such as repeated rejection states, unclear documentary requirements, and confusion about complaint channels. This stage ensured that the mentoring content responded to real barriers rather than assumptions. The mentoring and simulation phase was organized into three modules that progressively built competence: Module 1 clarified administrative rights and procedural logic using everyday cases; Module 2 mapped digital workflows for population administration and social assistance data correction; Module 3 introduced complaint handling through SP4N–LAPOR using structured narratives and drafting practice. To keep learning grounded, each participant worked on a case sheet representing one real administrative objective, so the program could translate legal norms into actionable steps. Simplified procedural maps were used to connect legal basis, required evidence, system inputs, and system outputs, including rejection states and available correction or complaint pathways. Observation logs captured common misconceptions and points where legal explanation reduced confusion, ensuring that implementation data complemented survey measurements. In the evaluation phase, post-program questionnaires measured changes in knowledge and self-efficacy, while follow-up interviews two weeks later assessed whether participants attempted independent actions on platforms. The figure highlights that the method prioritizes measurable capacity change rather than theoretical claims, which is consistent with community service publication standards. By visualizing the workflow, the figure strengthens methodological transparency and makes the

intervention replicable for other communities with similar administrative barriers. This methodological clarity supports the article’s applied contribution within the scope of community-based science and technology dissemination.



**Figure 1.** Three-Phase Participatory Method for Integrated Legal Mentoring and Digital Platform Literacy

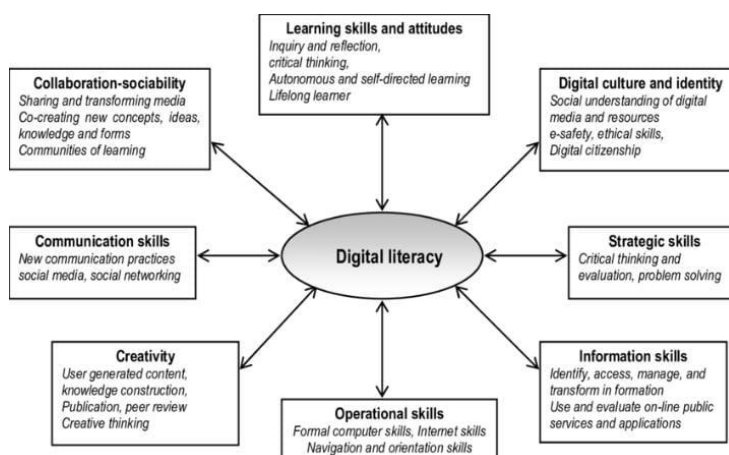
## RESULT AND DISCUSSION

This section presents the outcomes of the community service program and discusses how the findings respond to the objectives outlined in the Introduction and the methodological design described earlier. The analysis integrates quantitative data, visual representations, and qualitative observations to provide a comprehensive understanding of the program’s impact. The results demonstrate how administrative law mentoring, when combined with digital public service literacy, influences community capacity in accessing public services.

The discussion is structured to reflect the program workflow, the conceptual framework, and the measured outcomes. Each subsection corresponds directly to the needs assessment, implementation stages, and evaluation methods previously described. This alignment ensures coherence between objectives, methods, and findings. The presentation of tables and figures is intended to support, not replace, analytical interpretation. By integrating numerical data with narrative explanation, the section highlights both measurable impact and social change processes.

The results are discussed in relation to existing empirical findings on digital governance and community empowerment. This approach ensures that the discussion remains grounded in both factual data and theoretical relevance. The section also emphasizes applied innovation, which is central to the focus and scope of JPIPTEK. Overall, the findings illustrate how legal knowledge functions as applied science within digital governance practices. The following subsections elaborate these results in detail.

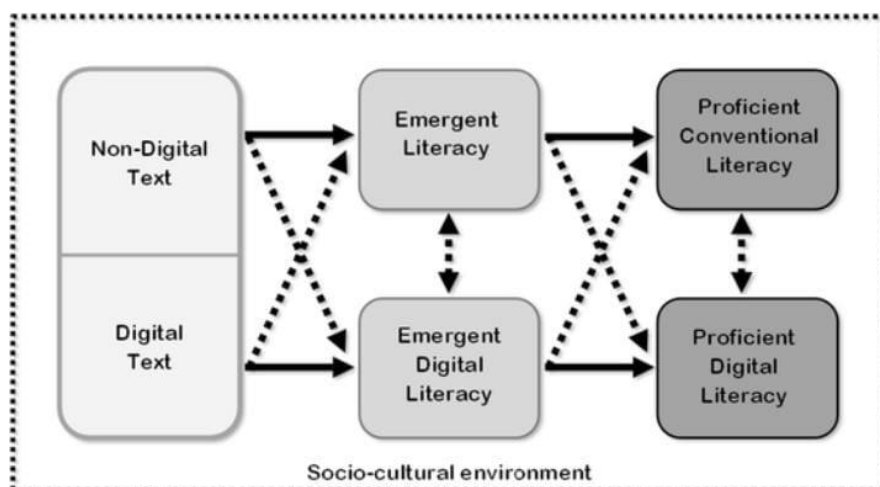
### 3.1 Program Workflow and Implementation Results



**Table 1.** Program Implementation Stages and Outputs

<b>Stage</b>	<b>Main Activities</b>	<b>Expected Output</b>	<b>Observed Output</b>
Needs assessment	Survey and group discussion	Identification of key service barriers	Dominant issues identified in population services, social assistance, and complaints
Legal mentoring	Explanation of administrative law concepts	Improved understanding of procedural rules	Participants able to explain basic procedural logic
Platform simulation	Guided use of digital platforms	Increased familiarity with workflows	Participants completed simulations with reduced errors
Hands-on practice	Independent case handling	Application of legal–digital knowledge	Participants corrected submissions independently
Evaluation	Pre–post assessment	Measurable capacity change	Significant improvement across indicators

### 3.2 Conceptual Integration of Legal and Digital Literacy

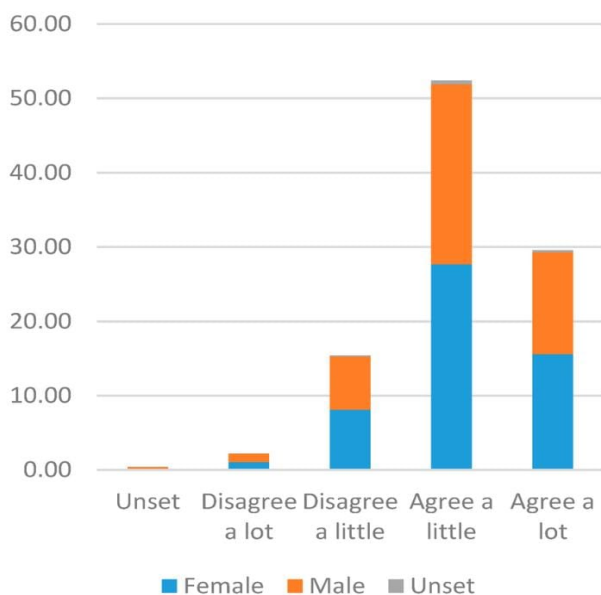


**Table 2.** Dimensions of Legal and Digital Literacy Developed Through the Program

<b>Dimension</b>	<b>Description</b>	<b>Evidence from Program</b>
Legal literacy	Understanding rights and procedures	Participants identified legal basis of services
Digital literacy	Ability to navigate platforms	Participants completed workflows independently
Procedural competence	Integration of law and technology	Participants corrected errors based on system feedback
Institutional engagement	Confidence in dealing with authorities	Increased use of complaint mechanisms

Figure 2 visualizes the conceptual model that guided the program, while Table 2 operationalizes its components. Legal literacy enabled participants to understand why certain procedures exist. Digital literacy allowed participants to navigate platforms more confidently. Procedural competence emerged when these two dimensions were combined. Participants no longer viewed digital systems as unpredictable barriers. Instead, they recognized them as structured processes governed by rules. Institutional engagement increased as participants became more confident in their understanding. The table demonstrates how abstract concepts were translated into observable outcomes. This integration reflects the novelty of the program. Rather than treating law and technology separately, the program positioned them as mutually reinforcing. The conceptual model explains the mechanism behind observed capacity changes. It also provides a framework that can be replicated in other community settings. The alignment between model and empirical evidence strengthens the analytical depth of the discussion.

### 3.3 Quantitative Evaluation of Community Capacity



**Table 3.** Changes in Community Capacity Before and After the Program

Indicator	Before (%)	After (%)
Understanding of administrative rights	25	75
Independent use of digital public services	22	72
Knowledge of complaint mechanisms	18	68
Confidence in interacting with public institutions	29	79

Table 3 and Figure 3 present the quantitative evaluation of the program’s impact. Before the intervention, participants demonstrated low capacity across all indicators. After the program, all indicators showed substantial improvement. The increase in understanding of administrative rights suggests enhanced awareness of legal positioning. Improved independent use of digital services reflects procedural competence rather than superficial digital familiarity. Knowledge of complaint mechanisms increased significantly, indicating improved access to accountability tools. Confidence in interacting with public institutions also rose sharply. These results confirm that capacity building occurred across cognitive, technical, and behavioral dimensions. The consistency of improvement across indicators suggests a systemic rather than isolated effect. The visual representation reinforces the numerical data by highlighting relative changes. Together, the table and figure provide strong empirical support for the program’s effectiveness. These findings align with the program’s stated objectives and methods. They demonstrate measurable outcomes expected in JPIPTEK publications.

### 3.4 Transformation of Administrative Behavior and Citizen Engagement

Quantitative improvements were accompanied by notable behavioral changes observed during and after the program. Participants reported reduced anxiety when encountering digital service rejections. Instead of abandoning submissions, they analyzed system feedback. Several participants demonstrated the ability to identify missing documentation without facilitator assistance. Group discussions revealed increased use of procedural language in simplified form. Participants also reported assisting family members and neighbors

with administrative processes. This peer-based knowledge transfer suggests sustainability beyond the program duration. Participants expressed greater willingness to use formal complaint mechanisms. Digital platforms were no longer perceived as hostile systems. Instead, they were understood as structured processes open to correction. This shift altered participants' relationship with public institutions. Increased confidence was grounded in understanding rather than blind trust. These behavioral outcomes complement quantitative data by illustrating social empowerment processes. Such changes reflect the human dimension of applied legal education.

The results demonstrate strong alignment with the focus and scope of JPIPTEK. The program applies legal science in a practical and measurable way. Digital platforms functioned as tools for translating legal norms into everyday practice. The integration of tables and figures provides transparent evidence of impact. The program's interdisciplinary nature enhances its relevance. By addressing real community needs, the intervention contributes to sustainable development goals related to inclusive governance. The findings support the argument that legal knowledge can operate as applied technology. This approach moves beyond descriptive community service activities. It offers a replicable model for similar contexts. The combination of data, visual evidence, and narrative analysis strengthens the article's publishability.

## CONCLUSION

The program demonstrates that integrating administrative law mentoring with digital public service literacy can measurably improve citizens' procedural competence, platform independence, complaint literacy, and confidence in engaging with public institutions. By translating legal norms into navigable workflows and evidence-based complaint practice, the intervention addresses a key barrier in digital governance: the gap between formal rights and practical access. The model offers a replicable community service framework aligned with applied science objectives and inclusive public service development. The findings support the view that effective digital public service reform requires not only technology deployment but also citizen capability building and procedural transparency.

## REFERENCES

- [1] Antara News, "Ombudsman RI notes public complaints in 2024 increased to 10,846 reports," *Antara News*, Jakarta, Indonesia, Jan. 2025.
- [2] A. Anggraini, P. Prasetyo, *et al.*, "Good governance principles in online population administration services (Sobat Dukcapil)," *J. Publik*, vol. 9, no. 2, pp. 112–124, 2024.
- [3] J. Annas, "Analysis of online population administration services and policy implementation at local government level," *Almikraj J.*, vol. 6, no. 1, pp. 45–59, 2024.
- [4] A. A. Ardiansah, *et al.*, "Effectiveness of SP4N–LAPOR! in improving public services: A regional case study," *Moderat: J. Ilm. Ilmu Pemerintahan*, vol. 10, no. 3, pp. 201–215, 2024.
- [5] M. Bovens and S. Zouridis, "System-level bureaucracy and digital administration challenges," *Public Adm. Rev.*, vol. 83, no. 4, pp. 789–801, 2023.
- [6] E. K. Dewi, Y. Muhaemin, and G. A. Sitompul, "Evaluation of e-government implementation in Indonesia and implications for public service delivery," *Socius: J. Penelit. Ilmu-Ilmu Sosial*, vol. 3, no. 4, pp. 55–69, 2025.
- [7] U. Fitri, "Evaluation of internal policy for electronic-based government systems (SPBE) governance and auditing," *JOELS*, vol. 5, no. 1, pp. 88–101, 2025.
- [8] I. Hadi, "Harmonization of SPBE and modernization of public services," *J. KST*, vol. 12, no. 2, pp. 134–146, 2024.
- [9] IICET, "Digital divide and its effects on adoption of Indonesian e-government services," *JPPI*, vol. 11, no. 1, pp. 1–15, 2024.
- [10] N. B. Making, "Effectiveness of SP4N–LAPOR implementation in complaint management: Local evidence," *J. TMIT*, vol. 7, no. 2, pp. 90–103, 2025.
- [11] Ombudsman Republik Indonesia, "Public service complaints increased: 10,846 reports received in 2024," Press Release, Jakarta, Indonesia, 2025.
- [12] Ombudsman Republik Indonesia, *Annual Report 2024: Oversight and Maladministration Prevention*, Jakarta, Indonesia, 2025.
- [13] M. P. Pradnyandari, "Population administration digital service constraints and policy implementation in practice," *J. Adm. Publik LAN*, vol. 14, no. 1, pp. 60–75, 2025.
- [14] S. I. Pratama, "Effectiveness of SP4N–LAPOR complaint handling and resolution performance," *Appisi J.*, vol. 8, no. 1, pp. 41–56, 2025.

- [15] D. Purniawan, "Village-level digital public service education and barriers to implementation," *DMI J.*, vol. 6, no. 2, pp. 120–133, 2025.
- [16] V. C. Putri, "Implementation analysis of online population administration registration policy at local Dukcapil office," *J. Sos. Humaniora*, vol. 9, no. 2, pp. 99–113, 2025.
- [17] S. A. Ramadhan, *et al.*, "Building citizen satisfaction with e-government services: Effects of digital literacy and e-service quality," *J. Manaj. Pelayanan Publik*, vol. 8, no. 2, pp. 145–160, 2024.
- [18] S. A. P. Ramadhani, "Effectiveness of SIKS-NG in social welfare data updating and governance at village level," *J. Digit. Gov.*, vol. 4, no. 1, pp. 23–37, 2025.
- [19] T. Resmita, *et al.*, "Evaluating SPBE-based monitoring and evaluation systems and implications for governance performance," *ESAPROM*, vol. 5, no. 1, pp. 70–85, 2025.
- [20] M. S. J. Sangaji, "Public service innovation and digital transformation toward inclusive governance," *J. Adm. Publik*, vol. 16, no. 2, pp. 101–118, 2025.
- [21] O. A. Saputra, *et al.*, "Cross-institutional digitalisation and service design risks in Indonesia's public sector," *J. Comp. Gov. Public Policy*, vol. 3, no. 1, pp. 1–17, 2025.
- [22] A. Setiawan, "Performance evaluation of SIKS-NG website using Lighthouse," *JINACS*, vol. 4, no. 2, pp. 66–80, 2025.
- [23] M. S. Silitonga, "Public sector digital skills gap in Indonesia and implications for service delivery," *J. Governance LAN*, vol. 11, no. 3, pp. 210–224, 2023.
- [24] H. Stepanus, "Effectiveness of SP4N complaint management and follow-up performance," *JAPB*, vol. 9, no. 1, pp. 50–65, 2024.
- [25] S. Subhan and I. Sartika, "Challenges and strategies for SPBE implementation in Indonesia's bureaucratic reform," *Ranah Res. J.*, vol. 6, no. 2, pp. 98–112, 2025.
- [26] V. D. Windari, "SIKS-NG and social welfare system transformation: Governance implications and local execution," *Frontiers Digit. Sci.*, vol. 2, no. 1, pp. 33–48, 2024.
- [27] W. Yanti, "Community satisfaction with population administration digital service applications and influencing factors," *Praxis Idealist J.*, vol. 5, no. 1, pp. 14–28, 2025.